

# **Developmentally Disabled Waiver Ombudsman Program**

**Annual Report  
July 1, 2006 to June 30, 2007**

## **History:**

The Indiana General Assembly created the Developmentally Disabled Waiver Ombudsman Program in 1999. The program became effective in July of that year. The program applies to an individual who has a developmental disability and who receives services under one of the Medicaid Waiver programs.

## **Purpose:**

The Ombudsman receives, investigates, and attempts to resolve complaints and concerns that are made by or on behalf of individuals who have a developmental disability and who receives services under one of the Medicaid Waiver programs.

## **Outcome:**

The desired outcomes of the program are:

- (1) complaints are addressed, investigated, and when possible resolved;
- (2) promote effective coordination among programs that provide legal services for individuals with developmental disabilities, the division, providers for waiver services to individuals with developmental disabilities and providers of other necessary or appropriate services; and
- (3) trends are identified so that recommendations for needed changes in the service delivery system can be implemented.

## **Accomplishments:**

Over the year of service, 138 complaints were investigated. In addition to official complaints, there was a lot of time spent attending treatment team meetings to resolve complicated situations. These meetings were then followed up with the Division of Disability and Rehabilitative Services central office staff or other professionals in the service delivery system to resolve these issues. The position has also been used by a number of families and professionals in the field as an information sharing/consultant type of service. Families have called requesting information on how to get some service or how to deal with some type of problem. This type of call resulted in either information about the waiver program being sent to the family, a provider pick list being sent to the family, or a home visit/team meeting being attended by the ombudsman. Over the year of service there have been a number of families that have re-contacted the ombudsman with a follow up thank you note indicating their situation has been resolved and their family member is now receiving better services as a result of the ombudsman's involvement.

The following chart reflects the complaint activity:

**AGED & DISABLED WAIVER**

<b>Type of Complaint</b>	<b>Fully Substantiated</b>	<b>Not Substantiated</b>	<b>Substantiated In Part</b>	<b>Total</b>	<b>Percentage of Total</b>
Adult Foster Care Financial				0	
Assisted Living Financial				0	
Assisted Living Exploitation	1			1	15%
Attendant Care				0	
Behavior Management Financial				0	
Case Management				0	
Community Habilitation Health/Safety				0	
Community Transition				0	
Crisis Assistance Abuse	1			1	15%
Day Services				0	
Environmental Mod	2		1	3	40%
Health Care Health/Safety				0	
Independent Assistance				0	
Nursing				0	
Respite	1	1		2	30%
Residential Habilitation Support (RHS) Abuse				0	
RHS Exploitation				0	
RHS Financial				0	
RHS Other				0	
RHS Probable Habitable Residence				0	
RHS Services				0	
RHS Staffing				0	
RHS Treat/Respect				0	
RHS-Health/Safety				0	
Specialized Medical Equipment				0	
Speech Therapy				0	
Supported Employment				0	
Transportation				0	
Vehicle Modification Equipment				0	
<b>Total</b>				<b>7</b>	

# **AUTISM WAIVER**

<b>Type of Complaint</b>	<b>Fully Substantiated</b>	<b>Not Substantiated</b>	<b>Substantiated In Part</b>	<b>Total</b>	<b>Percentage of Total</b>
Adult Foster Care Financial				0	
Assisted Living Financial				0	
Assisted Living Exploitation				0	
Attendant Care				0	
Behavior Management Financial	1			1	33%
Case Management				0	
Community Habilitation Health/Safety				0	
Community Transition				0	
Crisis Assistance Abuse					
Day Services				0	
Environmental Mod				0	
Health Care Health/Safety				0	
Independent Assistance				0	
Nursing				0	
Respite				0	
Residential Habilitation Support (RHS) Abuse				0	
RHS Exploitation				0	
RHS Financial				0	
RHS Other				0	
RHS Probable Habitable Residence				0	
RHS Services				0	
RHS Staffing				0	
RHS Treat/Respect				0	
RHS-Health/Safety				0	
Specialized Medical Equipment				0	
Speech Therapy				0	
Supported Employment				0	
Transportation				0	
Vehicle Modification Equipment				0	
Total				1	

**SUPPORT SERVICES WAIVER**

Type of Complaint	Fully Substantiated	Not Substantiated	Substantiated In Part	Total	Percentage of Total
Adult Foster Care Financial				0	
Assisted Living Financial				0	
Assisted Living Exploitation				0	
Attendant Care				0	
Behavior Management Financial				0	
Case Management				0	
Community Habilitation Health/Safety				0	
Community Transition				0	
Crisis Assistance Abuse				0	
Day Services				0	
Environmental Mod				0	
Health Care Health/Safety				0	
Independent Assistance				0	
Nursing				0	
Respite				0	
RHS Abuse				0	
RHS Exploitation				0	
RHS Financial					
RHS Other				0	
RHS Probable Habitable Residence				0	
RHS Services	1	2		3	100%
RHS Staffing				0	
RHS Treat/Respect				0	
RHS-Health/Safety				0	
Specialized Medical Equipment				0	
Speech Therapy				0	
Supported Employment				0	
Transportation				0	
Vehicle Modification Equipment				0	
			<b>Total</b>	3	

**DEVELOPMENTALLY DISABLED WAIVER**

<b>Type of Complaint</b>	<b>Fully Substantiated</b>	<b>Not Substantiated</b>	<b>Substantiated In Part</b>	<b>Total</b>	<b>Percentage of Total</b>
Adult Foster Care Financial				0	
Assisted Living Financial	1			1	1%
Assisted. Living Exploitation				0	
Attendant Care				0	
Behavior Manage Financial		1		1	1%
Case Management	1			1	1%
Comm. Hab. Health/Safety			1	1	1%
Comm. Transition				0	
Crisis Assistance Abuse				0	
Day Services	1			1	1%
Environmental Mod	2	3		5	4%
Health Care Health/Safety Medication Error	1			1	1%
Indep. Assistance			1	1	1%
Nursing				0	
Respite				0	
RHS Abuse	1	3		4	3%
RHS Exploitation	1		2	2	2%
RHS Financial	7	7	3	17	14%
RHS Other Criminal Action			3	3	2%
RHS Prob. Habitable Reside		1		1	1%
RHS Services	10	8	8	26	21%
RHS Staffing	2	1		3	2%
RHS Treat/Respect	4	6	3	13	11%
RHS-Health/Safety	32	6	2	40	33%
Specialized Med. Equip	1			1	1%
Speech Therapy				0	
Supported Employ.				0	
Transportation				0	
Vehicle Mod. Equipment				0	
<b>Total</b>				122	

#### Identified Trends:

1. The majority of the time was spent on individuals with a Developmental Disability on the DD Waiver. There has been an increase in the requests for assistance by individuals with a Developmental Disability on the other Medicaid Waivers.
2. The A&D Waiver has shown the greatest involvement after the DD Waiver. It is speculated that this increase is due in part with the change in the case management system. Several of the previous case managers that served the DD Waiver were no longer working with these individuals after the implementation of the contract with IPMG. As a result, these case managers started services with the A&D Waiver. Since these case managers had worked with the Ombudsman in the past they contacted the Ombudsman for assistance.
3. As individual situations changed during the year that required DDRS directive for a budget increase the Ombudsman was requested to be involved to help define the problem and assist in getting the budget reviewed and approved.
4. Over the year the Ombudsman was asked to assist with difficult families and to help the families work through issues that affected the care of their family member that was receiving waiver services.